

# Wellness Biometric Screenings

## Frequently Asked Questions (FAQ)



### 1. What is a “biometric screening”?

A biometric screening is a short, 15-minute exam that provides you with a snapshot of your current health. Based on your bloodwork, these screenings provide you vital information about your overall health, including 5 key metrics: cholesterol, triglycerides, glucose, blood pressure, and nicotine use (i.e. cotinine).

### 2. How do I view my biometric screening results?

You can view your results directly on the Virgin Pulse mobile app or on the website ([member.virginpulse.com](http://member.virginpulse.com)) under the “Health Stats” section. If you screen offsite at a Quest lab, your results will be ready and available in the Virgin Pulse platform within 10 business days.

### 3. Who conducts the biometric screening?

Virgin Pulse partners with Quest Diagnostics to provide the health screening process

### 4. How and where can I complete my biometric screening?

You have 3 options to choose from... You can screen at a participating Quest lab, you can request an “at-home kit” to be mailed to your home, or you can choose to have your own physician draw the labs necessary and submitted on the authorized Quest paperwork (this third option may cost you out of pocket expenses for your own doctor).

### 5. Who can participate in the biometric screening process?

All LSS employees, as well as employees’ spouses covered on an LSS medical plan, may have a biometric screening completed. If your spouse is covered on your LSS medical plan and does not complete a biometric screening, you will not receive their portion of your premium discount.

### 6. How can I schedule an appointment for a biometric screening?

You can schedule a biometric screening through the Virgin Pulse platform. Log on to [member.virginpulse.com](http://member.virginpulse.com) or the Virgin Pulse mobile app, go to the Programs page and navigate to the Quest biometric screenings section. You may choose from any of the available screening options on the Quest portal: Sign up to visit a Quest offsite lab, download a physician results form, or have an at-home kit mailed to your home.

### 7. Is there a list of participating offsite Quest labs that I may screen at?

Yes, when you log in to the Virgin Pulse platform, go to the Program’s page and navigate to the Quest portal. You can start the biometric screening registration process and view a list of participating Quest labs.

**8. Do I have to complete a biometric screening through Quest, or can my doctor simply complete my screening and provide his/her lab results to Quest?**

Yes, you can download a Physician Results Form from the Quest portal and have your doctor document the lab results on that form. Once your doctor completes the form, you will need to submit it directly to Quest. Note: You may incur out of pocket costs that you are responsible for with this option. You'll want to login to Virgin Pulse platform, go to the Program's page, and navigate to the Quest portal and download the "Physician Results Form".

**9. What if there is not a participating Quest lab located near my home or work?**

Quest offers a biometric screening that can be done at home. This option is known as their Q-card Dried Blood Spot Method, or "At Home Screening Kit". This allows you to self-administer a biometric wellness screening in the comfort of your own home.

**10. How does the screening-at-home work?**

Log in to the Virgin Pulse platform, go to the Program's page and navigate to the Quest portal. From there you will be able to select the option to request an at-home screening kit. The materials are mailed to your home, shipped within 3-5 business days, and include everything you need to perform the screening yourself.

You will be given an instructional brochure on how to collect a dried blood sample using the lancet finger stick device provided. When complete, you will mail the screening sample back to Quest Diagnostics in a self-addressed, prepaid envelope. Quest Diagnostics processes the sample and will send email notifications to alert you when your results are ready to be viewed online.

**11. How do I create an account with Virgin Pulse? (including Spouses)**

Visit <http://join.virginpulse.com/LSS> or download the Virgin Pulse app. First time visitors must enroll and create their account by following these steps:

- Enter your first and last name
- Enter your identifier:
  - Employee: 6-digit Employee Number, including leading zeros (e.g. 012345)
  - Spouses: 6-digit Employee Number (including any leading zeros) + 'S' (e.g. 012345S)
- Select your State of Residence and continue
- Then follow the prompts to complete registration
  - Provide your preferred e-mail address for communications
  - Provide your phone number to receive text messages and/or participate in coaching calls
- Once you are logged in, you can access the Quest Portal by going to the Program's page, and navigating to the Quest portal

**12. Should I register on the Virgin Pulse website or app, even if I do not plan to participate in the biometric screening process?**

Yes! With Virgin Pulse, we are excited to have an online wellness platform that all LSS staff (and spouses covered on an LSS medical plan) can access. Virgin Pulse is the market leader in offering engaging technology with a true mobile app you can use on your smartphone as well as on a desktop computer. This technology will provide additional support and resources for the wellness-focused activities, challenges, educational content and various programs your local Wellness Champion coordinates today.

### **13. Can I eat before the screening?**

Glucose and cholesterol levels can be affected by eating before the screening. To ensure accuracy, we recommend that you avoid eating or drinking anything other than water and prescribed medications 9 to 12 hours before your screening unless your doctor says otherwise. (You may enjoy black coffee during this fasting period, but only if it's truly "black coffee", i.e. no cream, no sugar, not anything other than coffee.)

### **14. Will Quest accept me as a "walk-in" and let me screen if I forget to make an appointment ahead of time?**

Although not required, scheduling an appointment will guarantee you are seen for a screening at your desired time. Fasting is not the most fun thing to do but waiting around for an opening for a "walk-in" screening is even less fun with an empty stomach. Please schedule an appointment for your own benefit, but also to help LSS plan accordingly so we know how many participants to plan for.

### **15. What is the Health Check survey, and do I need to complete one?**

Yes. The Health Check survey is a confidential health risk assessment (or questionnaire) that provides you with a wellness score and recommendations to improve your health. The survey consists of a series of questions about specific lifestyle habits, current conditions and more. Your responses are analyzed to show health risks and recommendations to help you improve your overall health. You can complete your Health Check survey at [member.virginpulse.com](http://member.virginpulse.com) or the Virgin Pulse app. In order to earn the minimum premium discount, you must complete a biometric screening AND the Health Check survey. Together, completion of these two components will earn you 50 points.

### **16. How can I contact Virgin Pulse if I have questions?**

Virgin Pulse offers Live Chat, e-mail support, a robust member support website and dedicated Member Support team you can call to assist you with your general platform questions. Questions specific to your Biometric Outcomes are handled by Quest's support center

#### **For questions specific to your own Biometric Screening, contact Virgin Pulse at:**

- Customer Service Ph #: 866-697-8378

#### **For general questions about the Program and Portal, contact Virgin Pulse at:**

- Member Support Ph #: 888-671-9395
  - Monday – Friday: 8:00 a.m. – 9:00 p.m. EST
- Live Chat: [member.virginpulse.com](http://member.virginpulse.com)
- E-mail: [support@virginpulse.com](mailto:support@virginpulse.com)
  - Monday – Friday: 2:00 a.m. – 9:00 p.m. EST
- Self-service Support Center: [support.virginpulse.com](http://support.virginpulse.com)

### **17. Is my health information kept confidential?**

Yes, all programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Your individual Protected Health Information (PHI) will not be shared with anyone at Lutheran Senior Services (LSS).

### **18. What is the incentive for completing the biometric screening?**

The most important incentive is better health, but if you're enrolled in LSS medical benefits, you can earn significant discounts on your medical premiums. You'll receive a partial discount off your medical premiums for each adult who simply completes the biometric screening and Health Check survey (50 points). You'll receive the full, maximum discount for each adult who completes the biometric screening and Health Check survey, plus achieves their health outcome screening goals (100 points).

**19. How do I meet my goal and receive the full premium discount?**

To receive the full wellness credit and save the most money on your medical premiums you will need to earn 100 points by completing the biometric screening and Health Check survey, as well meeting your health outcome screening goals.

Meeting your health outcome screening goals means either having your screening numbers in the "Low Risk" range or at least improving from your metrics in the past year. If your screening scores are not in the "Low Risk" range or not improved from the past year of screening, you can have your medical provider complete a "Physician Engagement Form" stating that they are aware of the particular health metric you have not met and that you are under their care for that health component. Once your medical provider has completed the Physician Engagement Form, you must upload it on the Virgin Pulse platform to qualify for the full 100 points.

- To locate the Physician Engagement form: Log into your Virgin Pulse account and go to the Program's page. Select the option for Physician Engagement Program and download the form
- To submit a completed Physician Engagement form: Log into your Virgin Pulse account and go to the Program's page. Select the option for "Physician Engagement Form Submission" and fill out the submission page and upload the form prior to submitting for review.

**20. How does the point system work for the wellness screening?**

If you obtain 50 Points for completing the Health Check survey and Biometric Screening, you will receive a partial wellness credit on your medical premiums.

Health Assessments	Max Points
Health Check survey	10
Biometric Screening	40
Total points:	50

If you obtain 100 Points by completing the Health Check survey and biometric screening, AND meet your achieve healthy outcome standards in all 5 categories and/or complete the necessary steps such as the "Physician Engagement Form", you will receive the maximum wellness credit on your medical premiums.

**Outcomes**

**Max Points**

Triglycerides	Less than 150 mg/dL	50
LDL Cholesterol	Less than 130 mg/dL	
Blood Pressure	Systolic: Less than 141 mmHg	
	Diastolic: Less than 91 mmHg	
Glucose	Fasting: Less than 100 mg/dL	
	Non-fasting or Unknown: Less than 140 mg/dL	
Nicotine/Cotinine	Negative	

Total points: 100

**21. Will the testing experience/process be the same whether I test at a Quest Lab or at home?**

No. Completing the screening a Quest lab center will include a venipuncture blood draw, whereas completing a screening at home requires you to perform the screening yourself with a fingerstick.

**22. Should I participate in the biometric screening if I am pregnant?**

If you are pregnant you may print out the Physician Engagement form and have your physician indicate you are pregnant in the right-hand column of the form and sign the document. If you have already received your biometric screening results and your pregnancy is preventing you from achieving the defined biometric standards, you may print out the Physician Engagement form and have your physician indicate which health metrics(s) you are under their care for and the completed Physician Engagement form can be uploaded in your Virgin Pulse portal for approval. You will need to complete the Health Check Survey for full wellness credit.

**23. Who should I talk to if I have additional questions?**

You should contact Virgin Pulse or your local LSS Human Resources representative(s) if you have additional questions to discuss.